SECURITY CRISIS MANAGEMENT SEC002

COURSE DESCRIPTION

This course is designed to help participants address security vulnerabilities in their organization and handle the aftermath of a crisis, improve their understanding of risk management and understands how to prepare a risk assessment of their organizations by correctly assessing and quantifying threat.

When the unexpected does happen, it is important to be prepared to explore the causal factors that lead to a crisis and to gain the skills he needs to respond quickly and effectively. Also this course helps participant developing a crisis plan, gathering an emergency response team, and preparing a crisis centre, and improves his communication skills when faced with external parties, such as the media.

COURSE GOAL

To enhance participant's knowledge, skills, and ability necessary to understand and apply management techniques and methods to deal with security risk and crises.

COURSE OBJECTIVES

By the end of this course the participant will be able to:

- Identify areas of vulnerability within his organization.
- Prepare a risk assessment for his organization.
- Report and recommend counter measures.
- Develop a crisis management plan for his organization.
- Improve his communication skills both internally and externally during a crisis.

WHO CAN BENEFIT

- Security management staff.
- Those for whom security is one of a number of responsibilities with the knowledge and confidence necessary to manage a successful loss prevention operation.

COURSE DURATION

5 Working Days

COURSE OUTLINE

1. **Crisis Management**

   - Definition
   - Characteristics
   - Reasons
   - Stages

2. **Incident investigation and reporting**

   - Developing a risk assessment plan
   - Event analysis
   - Quality control: Assessing the vulnerability of facilities
   - Applying and integrating risk management (ISO 31000-2009)

3. **Pre- Crisis Planning**

   - The role and importance of pre-crisis planning as part of crisis management
   - Crisis prevention and the structure and role of a pre-crisis committee
   - Pre-crisis audits and links with issue and risk analysis: resilience and vulnerabilities
   - Elements in a pre-crisis plan
   - Scenario planning and futures research
   - Crisis management team: crisis centre operational procedures and protocols
   - Stakeholder analysis and link with issue analysis
   - Technology considerations: crisis sites, monitoring and social media
   - Information assurance: policies, IT security and governance
   - Structures and resources

4. **Security Crisis management**

   - The relationship between the External and internal security in the organization
   - Crisis planning
   - Incident investigation and reporting
   - Crisis control areas